

Reentry health care resources

Apple Health and crisis services information

This document provides phone numbers and websites to support your health care needs as you reenter your community after incarceration. There is detailed information about how to access Apple Health (Medicaid) services on the same day of your release or soon after if you are a managed care client or an Apple Health client without a managed care plan. The final section provides details for contacting crisis services.

If you don't know if your Apple Health (Medicaid) plan is a managed care plan or fee-for-service plan, call the Health Care Authority (HCA) at 1-800-562-3022 (Monday – Friday 7 a.m. to 5 p.m.). First choose '3' for an agent; then '1' to check eligibility. You can also call HCA at 1-800-562-3022 if you need help reactivating your benefits.

Managed care client

If you are a Washington Apple Health (Medicaid) client with a managed care plan, you may contact your managed care organization (MCO) using the information in the table below. The Nurse Advice Line will connect you to a nurse who can answer health care questions and help connect you to the care you need. The Nurse Advice Lines are also open after business hours for assistance with your health care benefits.

Managed care organizations (MCOs)

MCO	General questions	Nurse Advice Line	Website
Community Health Plan of Washington (CHPW)	1-800-440-1561	1-866-418-2920	chpw.org
Coordinated Care of Washington (CCW)	1-877-644-4613	1-877-644-4613	coordinatedcarehealth.com
Molina Healthcare of Washington (MHW)	1-800-869-7165	English: (888) 275-8750 Spanish: (866) 648-3537 Deaf and Hard of Hearing: 711	molinahealthcare.com
UnitedHealthcare Community Plan (UHC)	1-877-542-8997	1-877-370-4009	uhcommunityplan.com
Wellpoint Washington (WLP)	1-833-731-2167	English: 866-864-2544 (TTY 711) Spanish: 866-864-2545 (TTY 711)	wellpoint.com/wa/medicaid

Apple Health

If you are an Apple Health client without a managed care plan, then you have an Apple Health fee-for-service plan and can contact the Health Care Authority (HCA) for assistance.

Apple Health fee-for-service

1-800-562-3022
Monday – Friday 7 a.m. to 5 p.m.

Crisis Services

Professionals are available 24 hours per day to provide you with support if you are experiencing a crisis. They will ask information about the crisis to determine the appropriate response and may offer in-person crisis services.

**For immediate help,
call 911 or go to the nearest hospital emergency room.
Call 988 for a mental health emergency.**

WA Recovery Help Line

24-hr mental health support and referrals for substance use disorder treatment and recovery:

- Phone: 1-866-789-1511 (TTY 206-461-3219)
- Email: recovery@crisisclinic.org
- Website: warecoveryhelpline.org

Teens can connect with teens during specific hours:

- Phone: 1-866-833-6546
- Email: teenlink@crisisclinic.org
- Website: 866teenlink.org

National Suicide Prevention Lifeline

- Call or text 988
- Phone: 1-800-273-8255 (TTY users 1-800-799-4889)